

DEPARTMENT OF GENERAL SERVICES
Records Management Division

RECORDS RETENTION AND DISPOSAL SCHEDULE

PUBLIC SERVICE COMMISSION		CONSUMER ASSISTANCE & PUBLIC AFFAIRS
AGENCY		DIVISION
Item No.	Description	Retention
1.	<p><u>Supersedes Schedule 979 - Page 5 of 7</u> <u>Item 1 & 2</u></p> <p><u>Consumer Assistance Records</u></p> <p>This includes formal complaints received either by telephone or by walk-in. The informal complaint form contains a brief description of the complaint and the reply from the utility company.</p> <p>Written complaints, when received, are forwarded to the utility company involved and the response from the utility company is reviewed and an appropriate response is then forwarded to the consumer.</p> <p>A. <u>Informal Complaints</u></p> <p>Brief description of inquiry or complaint Company's response Closing date</p> <p>B. <u>Formal Complaints</u></p> <p>Consumer's complaint (letter and any enclosed attachments) Letter forwarding complaint to the company Response of the Public Service Commission</p> <p>C. <u>Log Book</u></p> <p>Name of consumer, complaint number, name of company involved, date of receipt and date closed by the Commission.</p> <p>D. <u>Affidavits</u></p> <p>Utility company certifications of impending terminations of service--in effect 11/1 thru 3/31</p>	<p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 2 years, then destroy.</p>

Schedule Approved by Department,
Agency, or Division Representative

Schedule Authorized by
Hall of Records Commission

2/14/91 R. E. Hawkins Exec. Sec.
Date Signature Title

6/28/91 Edward Ford
Date State Archivist

DEPARTMENT OF GENERAL SERVICES
(Continuation Sheet)

Item No.	Description	Retention
2.	<p>A. <u>Subject Files (Correspondence/Information)</u></p> <ol style="list-style-type: none"> 1. CAPA Matters 2. Consumer Rights Pamphlets 3. Environment 4. Gas and Electric Matters 5. General Assembly Matters 6. Miscellaneous Matters 7. NARUC 8. Orders (Copies) 9. Personnel Matters 10. Public Affairs matters 11. Telecommunications matters 12. Transportation Matters 13. Water Matters 	<p>Retain 3 yrs., then destroy.</p> <p>Retain 5 yrs., then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Length of employment plus 2 years, then destroy.</p> <p>Retain 3 years, then destroy.</p> <p>Retain in office 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p>

2/14/81 P. S. Hawkins Exec. Sec.